

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)**

COMPLAINT NUMBER: QN.71/474/18

CARTAS MASSAWE REPRESENTED BY

TEMEGEA KAMANDO.....COMPLAINANT

VERSUS

ARUSHA WATER SUPPLY AND

SANITATION AUTHORITY (AUWSA)..... RESPONDENT

AWARD

(Made by the Board of Directors of EWURA at its 178th Extra Ordinary Meeting held at Mwanza on the 15th day of October, 2018

1.0 Background Information

On 07th August, 2018, Eng. Tegemea Kamando on behalf of Mrs. Cartas Massawe of Njiro-Msola, Arusha District (“the Complainant”) lodged a complaint at the Energy and Water Utilities Regulatory Authority (“EWURA”) (“the Authority”) against the Arusha Water Supply and Sanitation Authority (AUWSA) (“the Respondent”).

The Complainant is complaining about shortage of water service for long time at her residence. The Complainant claims that for quite some time she reported the problem of lack of water service for more than a month specifically in the month of June 2018. The Complainant claims further that the situation made her to buy water from informal service providers whose

water price is high and quality is not guaranteed. The Complainant stated that whenever she reported shortage, the Respondent may sometimes resolve the problem whereby water become available for few days thereafter stops for long periods.

The Complainant filed a complaint with the Authority demanding the Respondent be ordered to issue a reliable water supply rationing schedule, notification of service interruption and written apology.

Upon receipt of the complaint, the Authority ordered the Respondent to submit its defense to the complaint within twenty-one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On 6th September, 2018, the Respondent wrote to the Authority and stated that the Complainant is their customer and they understood the problem faced by customers in Njiro-Msola area is associated with low water production which cannot suffice all customers. The Respondent further stated that they had assigned their Inspector to conduct inspection in the Complainant's area and advise the way forward. The Respondent explained that findings from the Inspector reported that the *distribution chamber* and spaghetti of water network at Njiro-Msola area is overwhelmed by customers causing technical problem in the water supply system. Furthermore, the Respondent stated that to eliminate the problem they planned to change the Complainant's water supply service line. The Respondent advised the Complainant to cooperate with them and report any anomaly through free toll number 0800 110069.

Mediation meeting involving both parties was conducted on 21st September, 2018 in EWURA Northern Zone Office the matter was settled on the following terms:

At the conclusion of the mediation the matter was settled on the following terms:

- a) that the Respondent should conduct repair and maintenance, and issue reliable water supply rationing schedule (days/week to be mentioned).
- b) The Respondent should issue a letter to the Authority copies to the Complainant stating to that effect; and
- c) the Respondent shall always comply with the requirement to issue 48 hours' notice before service interruption as per AUWSA Client Service Charter item 9 (Table 1) – page 13.

2.0 Decision

The parties have reached an agreement and, pursuant to Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10 of 2013, the said agreement is registered as an award of the Authority. Each party shall bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Mwanza this 15th day of October, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL